




CENTER FOR ADVANCED PATHOLOGY OPERATIONS

Joseph P. Jensen, Lt Col, USAF, MSC
Administrator
Date of Appointment - 15 July 1993

MISSION

The section's mission is to provide effective, efficient, and innovative operations support to the Director, CAP, and all departments within CAP.

GOALS ACCOMPLISHED IN 1995

- 1995 Goal: Develop more effective and responsive administrative support for the departments.
 1. The administrative support staff in the Center for Advanced Pathology continues to improve customer service by providing a “real-time” status-of-funds report. This financial report tabulates each department's total purchase requests, TDY/TAD activity, MEDCASE orders, photography charges, and country store purchases. This “real-time” report is a valuable tool for department chairpersons to monitor their departmental expenditures.
 2. The operations support staff in the Center for Advanced Pathology has taken a much more active role in providing back-up administrative support personnel to each department upon the absence of the primary employee. The American Registry of Pathology supports two temporary employees from a temporary agency in the building as required. This system has effectively replaced the “floater” system used in the past. The “floater” system was unacceptable because of the inability of the Civilian Personnel Office to support that need. Also, the department administrators, to be discussed later in this report, are able to provide immediate short-term support in this area.
 3. Training is a very important part of the support mission. This training is provided to both support staff personnel and personnel assigned to departments. Training during the past year has included: software programs, management programs, conferences on new technology, interpersonal relationships in the work environment, and continuing education in other various disciplines.
 4. A remodeling program is being developed that includes new furniture and equipment for at least four departments each year for the next 5 years. The plan for this year had been highly modified to accommodate the demands of the South Wing renovation project. All departments moving both within the building and outside had to be managed before the “regular” plan could be initiated. All departments are encouraged to care for the new furniture so they will be able to utilize it when the move back into the South Wing is accomplished.
- 1995 Goal: Develop and improve office techniques and technologies to better provide service to our customers.
 5. The Center for Advanced Pathology/Operations Section continues to explore new software and hardware to provide the best to the departments.

- 1996 GOALS

1. Integrate the operations support personnel into the overall system of support for the CAP

departments.

2. Develop, refine, and expand effective administrative support for all CAP areas.
3. Support an environmental improvement program throughout all areas under the control of CAP.
4. Continue to explore technological improvements to better provide administrative support to CAP areas.
5. Review the support services we provide and ensure that we are providing the best quality service possible.
6. Continue to support the Student Summer Hire Program to the fullest extent of available funds.
7. Continue to explore ways to improve and reward the quality civilian work force currently assigned.

STAFF

Administrative Support

Phyllis Bojnowski, Administrative Operations Assistant (Ms. Bojnowski provides operational assistance to the Director, CAP, in all matters pertaining to the 22 CAP departments. She was also responsible for the conceptual development and activation of a "1-800" customer-service number for consultation inquiries. This system handles, on the average, 200 calls a week, primarily requesting the "status" on pending consultation cases.)

Theodore Polk, MSgt, USAF, Superintendent Operations

Brian Freeman, YN2, USN, Operations Assistant

Sandra Westbrook, Secretary (temporary)

Support Services Personnel-Department Administrators

Sheila Norrington - Dermatopathology, Gynecologic and Breast Pathology, Neuropathology, and Veterinary Pathology

Wendy Baker - Cardiovascular Pathology, Scientific Laboratories, and Radiologic Pathology

Michele Mallon - Oral Pathology, Orthopedic Pathology, Ophthalmic Pathology, Hematologic and Lymphatic Pathology, Pediatric Pathology, and Pulmonary and Mediastinal Pathology

Leslie Middleton - Otolaryngic and Endocrine Pathology, Soft Tissue Pathology, Environmental and Toxicologic Pathology, Genitourinary Pathology, and Infectious and Parasitic Disease Pathology

Mark Sacks - Telepathology, Hepatic and Gastrointestinal Pathology, Legal Medicine, OAFME, and Special Projects

Duties: To assist the Director and Administrator, CAP, in areas of program development, management of financial resources, procurement, property management, space management, reports and records management, emergency planning, and/or similar duties in concert with the supervisor.

Computer Resource Center

Mike Feeser - 4th Generation Computer Language Programmer (Mr. Feeser provided customized application programs for CAP departments.)

- (D) Rhonda S. Selle - Administrative Operations Assistant (Computer) (Ms. Selle served as the focal point for the Electronic File System using the Macintosh computer. She also acted as primary support to the 4th Generation Computer Language Programmer.)

Medical Transcription Center

Renee Upshur-Tyree, Supervisor

Carol Latney, Lead Medical Data Transcriber

Clara Desane, Medical Data Transcriber

Pamela Beverly, Medical Data Transcriber

Michael Nembhard, General Clerk



Viola Penn, Data Transcriber (ARP)

Charmaine Howard, Data Transcriber (ARP)

This section is responsible for providing centralized typing support to the center. The workload has dropped significantly over the past few years; however, this area is fully utilized, processing over 24,000 cases and providing manuscript service to the pathologists. The Telephone Transcribing System came on-line in mid-November. After a period of orientation, this system will become the primary method of handling all case work.

International Visitors and Departmental Training/Credentials

Deborah Montgomery, International Military Student Officer

During the past year, we had 188 doctors and 301 international students visit the AFIP for various courses, ranging from 2 days to 1 year. Most of these visitors are provided with one or more historical and educational tours of the sights in the surrounding area. Also, Ms. Montgomery has assumed responsibility for the AFIP Professional Staff Credentials Program. These tasks include monitoring the approximately 135 records for current license, recertification, or additional certification and preparing files for review by the Credentials Committee.